

2009

Annual Report (2009): Greater Hazleton Health Alliance; Community Service Report

Lehigh Valley Health Network

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Hazleton
General Hospital



Greater Hazleton
Health Alliance 

2009

Community Service Report

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The Greater Hazleton Health Alliance

is a not-for-profit healthcare system that is dedicated to providing high quality, state-of-the-art, customer-friendly healthcare services to the residents of the Greater Hazleton area and its surrounding communities.

In December 2006, Hazleton General Hospital and St. Joseph Medical Center merged to provide the community with the highest quality healthcare and the latest available technology without duplicating services, equipment, and costs. Although the merging of the two organizations marked the end of an era in healthcare, it provided tremendous opportunities to expand services and enhance patient care and safety through Hazleton General Hospital and its affiliated entities.

The affiliated not-for-profit entities of the Greater Hazleton Health Alliance include Hazleton General Hospital (for acute-care inpatient and emergency services), the Hazleton Health & Wellness Center (for outpatient surgery, diagnostic testing, and rehabilitation services), and Hazleton Professional Services (a multi-specialty physician network). These organizations are committed to providing excellence in comprehensive inpatient and outpatient services by meeting and exceeding benchmark standards in patient-centered care, providing comfortable testing environments with exceptional staff experiences, and staying current with state-of-the-art equipment and technology.

Our vision and mission serve as the cornerstone of our healthcare system, guiding our actions as we surpass compliance standards and strive for excellence. □

Vision

To be the preferred healthcare provider in the Hazleton community and throughout the tri-county region, contributing toward creating a healthier community.

Mission

To provide compassionate, patient-centered, quality healthcare services and to contribute to the ongoing development of a healthier community.

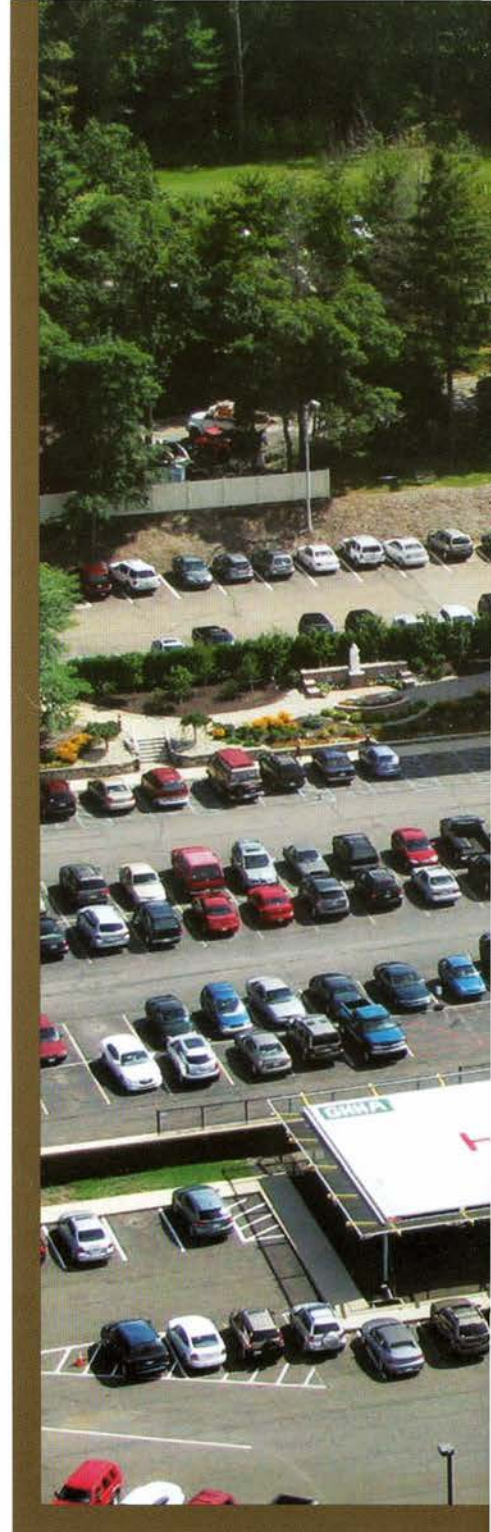
Strategic Plan

In 2007, the Board of Directors approved a three-year strategic plan for the Greater Hazleton Health Alliance, which outlined four key objectives, or pillars, of a successful future for our healthcare organization. Those four key pillars include, first and foremost, assuring quality in all that we do; engaging our community; achieving growth in service volume; and building a great team. By employing these strategic objectives, the Greater Hazleton Health Alliance, in a few short years, has built a healthcare system that now provides high-quality healthcare services and continues to offer improved access to quality care for our ever-growing and diverse community.

The Greater Hazleton Health Alliance has experienced remarkable growth and improvement in the four strategic focus areas. We have completed our third successful year of the strategic plan, and, although our organization has made tremendous strides, we will stop at nothing short of excellence. That is our commitment to our community.

In 2009, we placed a major emphasis on achieving excellence in all that we do, particularly in quality care and patient safety. The high quality and compassionate services provided by our professional caregivers combined with new and enhanced standards in quality care have allowed us to raise the bar of quality excellence for other healthcare systems nationwide to emulate.

The vision of the Greater Hazleton Health Alliance is to contribute toward a healthier community and to be the preferred healthcare provider not only within the Greater Hazleton area, but also throughout the region. Our commitment to implementing the goals and objectives of our strategic plan has well positioned us to achieve our vision. □





Our Pillars of Success

Assuring quality in all that we do

Engaging our community

Achieving growth in service volume

Building a great team



Message From Our President/CEO

As President and CEO of the Greater Hazleton Health Alliance, I am proud to reflect on the many accomplishments our healthcare system has made in 2009, accomplishments that have a profound effect on the quality of healthcare and the enhanced award-winning medical services that are now available to our community.*

Over the past few years, the Greater Hazleton Health Alliance has made tremendous strides to expand as a healthcare provider by enhancing the many services we provide and offering a variety of new healthcare services that now are conveniently available right here in our community.

Our top priority, however, is providing high quality, safe care equal to or better than that of larger healthcare facilities. Why? Because this is what our community wants; this is what our community deserves! Through the establishment of a performance improvement process called Accelerating Best Care in Pennsylvania, our quality of care has improved over the past three years. I am very pleased to report that because of significant quality improvements we find ourselves among some of the top-rated healthcare facilities and the recipient of many prestigious regional and national

quality awards. We have received the HealthGrades 2010 Patient Safety Excellence Award™ for the third year in a row, and the American Heart Association/American Stroke Association's Gold Plus, Gold, and Silver Plus awards for heart failure care, stroke care, and coronary artery disease care respectively. We were also recognized by the American Heart Association as a Top 100 Hospital-Triple Performance Award Winner in these three categories in *US News and World Report*. Our community should feel very proud and be confident knowing that hospitals across the nation are contacting our staff to learn more about how they can implement our quality improvement programs.

In March 2010, President Obama signed into law the Patient Protection and Affordable Care Act. Although the full impact of healthcare reform is not known yet, the Board of Directors and Administrators of the Greater Hazleton Health Alliance have been strategically positioning our organization for the unknown future of healthcare. One emphasis of the new healthcare plan is a trend toward outpatient care, and we have strategically designed the Hazleton Health & Wellness Center as the premiere one-stop outpatient medical testing and rehab facility in the area.

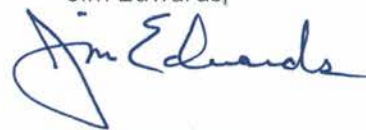
Hazleton Professional Services, the newest affiliate of the Greater Hazleton Health Alliance, continues to emerge as a multi-specialty physician network. This organization is important to our community because it ensures that the medical needs of our community are met through the availability of needed health services. I believe that the physicians and healthcare providers of Hazleton Professional Services, along with the many physicians in private practice throughout our communities, are among the very best. In my heart I truly believe you do not have to go out of town to get professional, expert medical care.

Our success today would not be possible without the commitment, dedication, and hard work of our healthcare team of physicians, nurses, clinical support, ancillary support and clerical support staff who make up the pulse of our affiliated organizations. They are all integral and equally central to the success of our healthcare system. Together, we recognize our fundamental responsibility to safeguard the health and well-being of our community—from the tiniest to the eldest of patients—to ensure a healthy and productive lifestyle for all residents in our supported communities.

I would be remiss if I did not recognize our community and regional partners who have teamed up with us to bring specialty care, quality staff, and other resources to our community. One such partner is the Lehigh Valley Health Network, an innovative and award-winning tertiary facility who helped us create first-rate emergency care, including a life-saving MI Alert program for heart attack victims, a Stroke Alert program, and a Tele-burn program. Other partners include our local physicians, area and regional healthcare and emergency medical providers, higher education institutions, and community organizations.

This 2009 Community Service Report will provide you with an overview of our dedication and compassion to the health and wellness of our patients through community outreach, education programs, technological advancement, and, most importantly, our commitment to affordable quality care and patient safety. We're a healthcare organization comprised of neighbors helping neighbors, friends helping friends. We want you to be confident of receiving quality care right here at home.

Jim Edwards,



President/CEO



Quality

A successful healthcare system is like a puzzle. All the pieces fit together perfectly to create one picture...any missing pieces will detract from the overall beauty of the finished puzzle picture. In the same way, while state-of-the-art technology, medical advancements, and financial stability are critical to the success of any business, it's our attention to quality care and anticipation of patient needs that truly sets our healthcare team apart from others; they're the pieces that complete the puzzle. The numerous regional and national quality awards our organization has received are a testament to the kind and compassionate care provided by our highly skilled and experienced caregivers—the heart and soul of our healthcare system. Our healthcare system continues to compare itself with national healthcare standards and trends to ensure our patients are receiving the same or better care that they would receive at other leading healthcare facilities.

Hazleton General Hospital

Hazleton General Hospital has been serving the Greater Hazleton area and its surrounding communities since 1891. It's undergone many changes in its nearly 120-year history and continues to serve the best interests of its community today. The 150-bed hospital provides a variety of inpatient and outpatient services, including emergency and ICU care, an inpatient rehabilitation unit and a family birthing center, as well as radiology, surgical endoscopy, and laboratory services to name a few. Hazleton General Hospital is the healthcare provider to more than 100,000 people in a tri-county area serving the diverse medical needs of our community.

Hazleton Health & Wellness Center

The Hazleton Health & Wellness Center was opened in 2007 as a part of the Greater Hazleton Health Alliance to provide our community with high-quality, convenient, customer-friendly outpatient services in a modern and relaxing non-clinical atmosphere. This atmosphere is supported by state-of-the-art equipment and technology, a strong commitment to quality care, patient-friendly services, and highly experienced staff. The Hazleton Health & Wellness Center has enabled our organization to expand its outpatient healthcare services and reach a level of excellence in providing a continuum of patient care, from inpatient care to outpatient rehabilitation, home care, and everything in between.

Hazleton Professional Services

Hazleton Professional Services is a not-for-profit affiliate of the Greater Hazleton Health Alliance. Its highly-skilled team of healthcare professionals is dedicated to providing professional, proficient, and proactive services to the communities it serves—services that encompass the total healthcare needs of every patient. Hazleton Professional Services employs physicians in a variety of specialties to accommodate the medical needs of our community, from pediatrics through geriatrics, including orthopedics, cardiology, and obstetrics and gynecology, as well as primary and pediatric care. The physicians, caregivers, and support staff have built long-lasting, solid relationships with the Greater Hazleton area through many years of dedicated service. The physicians, physician assistants, nurse practitioners, and caregivers have an unwavering commitment to patient-centered, customer-friendly care.

Excelling in Bariatric Care

The Northeast Bariatric Center at Hazleton General Hospital provides its patients with a comprehensive and multidisciplinary surgical alternative for treating the disease of morbid obesity. The program provides patients with the necessary weight-loss tools to assist in this life-changing experience including exercise and behavioral and nutritional education to assist in maximizing a patient's weight-loss

surgery. This year, the Northeast Bariatric Center was designated a Bariatric Center of Excellence, fully accredited by the American Society for Metabolic and Bariatric Surgery and the Surgical Review Corporation. Being a Center of Excellence is a distinguished honor that recognizes our adherence to strict standards of excellence in performance, quality, patient satisfaction, and successful surgical outcomes for our bariatric patients. The Northeast Bariatric Center's award winning website, www.nebariatrics.com, contains valuable information on surgical weight loss.

Hospitalists Provide Care 24/7

Appropriately managing care during an inpatient stay is paramount to a patient's quick and full recovery. That's why we developed a Hospitalist Program that consists of a dedicated group of internal medicine and critical care physicians who specialize only in the care of hospitalized patients. The Hospitalist works closely with a patient's primary care physician to coordinate the best possible treatment plan. This exclusive inpatient focus allows the Hospitalist to devote more time, attention, and energy to addressing patients' individual health needs and concerns 24 hours a day, seven days a week. Most importantly, our Hospitalists are available to provide inpatient care to any patient who is admitted through our emergency department and doesn't have a primary care physician.

Learning Our ABCs

In 2007, Hazleton General Hospital became one of only two hospitals in Pennsylvania to pilot the Baylor Health System's Accelerating Best Care (ABC) program, an evidence-based quality improvement initiative spearheaded by Pennsylvania State Representative Todd Eachus and developed at Hazleton General through a partnership with Thomas Jefferson University in Philadelphia, Pennsylvania, and Baylor Health System in Dallas, Texas. The ABC program has been successfully implemented throughout our organization and has contributed significantly to our increased quality outcomes in patient care.

In addition, the hospital was the feature of an article "Tackling Problems Using the ABC's" in the American Heart Association's 2009 publication *Hospitals in Pursuit of Excellence - A Guide to Superior Performance Improvement*. The hospital was also a feature of an article entitled "Heart Failure Tools" that appeared in the December 2009 edition of *Critical Pathways in Cardiology* that outlined our organization's continued success with heart failure care accomplished through the Accelerating Best Care program.

Our Effort to "Get With The Guidelines"

Hazleton General Hospital is a participant in the "Get With The Guidelines" program, a quality improvement initiative developed by the American Heart Association to significantly increase the quality of patient care and safety nationally through the use of evidence-based guidelines. Since its inception, Hazleton General Hospital has exceeded compliance percentages and has been the recipient of many "Get With The Guidelines" quality improvement awards.

In addition, Hazleton General Hospital was listed in the 2009 July issue of *US News and World Report: America's Best Hospitals* for its Triple Performance Achievement Awards in heart failure, stroke, and coronary artery disease. Our hospital was one of only three Pennsylvania hospitals to receive this triple award recognition.

2009 Quality Recognitions

Recipient of American Heart Association's **"Get with the Guidelines" Heart Failure Gold Performance Achievement Award**

Recipient of American Heart Association's **"Get with the Guidelines" Stroke Silver Performance Achievement Award**

Recipient of American Heart Association's **"Get with the Guidelines" Coronary Artery Disease Silver Performance Achievement Award**

Listed in the July 2009 issue of *US News and World Report* as the American Heart Association's "Get with the Guidelines" Triple Performance Award Winner for quality care of heart failure, stroke, and coronary artery disease patients

Chosen as a **mentor hospital for the Institute for Healthcare Improvement's 5,000,000 Lives Campaign** for pressure ulcer prevention and heart failure care

Received **accreditation as a Bariatric Surgery Center of Surgical Excellence**

Recipient of the **HealthGrades 2009 Excellence in Patient Safety Award™** for the second year in a row—places us in the top 5% of hospitals nationwide for patient safety

Recognized by **HealthGrades for excellence in Pulmonary Care** for the second year in a row—places us in the top 10% of hospitals nationwide for pulmonary care

Recipient of the **Stand Up For Patient Safety Award** from the National Patient Safety Foundation for the second year in a row



Customer Satisfaction

While our primary emphasis remains delivering high quality clinical care, much effort also has been placed on enhancing patient satisfaction levels throughout the organization. In 2009, Hazleton General Hospital's ambulatory surgery service line, which includes the short procedure unit, outpatient department, endoscopy, as well as surgery and recovery services, received the new Press Ganey Top Improver Award. Press Ganey is a national firm that measures healthcare performance and provides improvement solutions. Hazleton General Hospital was one of only eight facilities out of more than 10,000 healthcare facilities that partner with Press Ganey to achieve this success.

In addition, the Environmental Services department at Hazleton General Hospital was recognized by Crothall Services Group for achieving a Top 20 HCAHPS patient satisfaction score for the patient survey question "patient room and bathroom cleanliness." HCAHPS is a standardized patient survey developed by the Agency for Healthcare Research and Quality (AHRQ) at the request of the Centers for Medicare and Medicaid Services (CMS). It's designed to measure patients' opinions about their inpatient care. Hazleton General Hospital achieved an outstanding ranking of eight out of the 900 Crothall-managed hospitals, the company that manages the hospital's Environmental Services department.

Patient Safety

In recent years, the Greater Hazleton Health Alliance has made tremendous strides in patient-centered quality care. Hazleton General Hospital is the proud recipient of the HealthGrades 2009 Patient Safety Excellence Award™ for the second consecutive year, an honor that recognizes our patient safety ratings for being within the top 5% of U.S. hospitals. HealthGrades is a leading independent healthcare ratings organization that tracks trends in a variety of patient safety issues through hospital records and proven evidence-based indicators developed by the federal Agency for Healthcare Research and Quality. They identify the best-performing hospitals to establish "best practice" benchmarks against which all 5,000 hospitals nationwide are compared.

Hazleton General Hospital can proudly say that its standards of excellence in patient safety serve as a benchmark for other healthcare systems nationwide to follow. The hospital met and/or exceeded all of the following safety indicators that are indicative of a best-performing healthcare system: prevention of death in procedures where mortality is usually very low; lack of pressure sores or bed sores acquired in the hospital; ability to treat and diagnose in time; avoidance of collapsed lung due to a procedure or surgery in or around the chest; lack of hospital-acquired infections; absence of hip fracture after surgery; avoidance of excessive bruising or bleeding as a consequence of a

procedure or surgery; adequate organ function and electrolyte and fluid balance after surgery; lack of deep blood clots in the lungs or legs after surgery; avoidance of severe infection following surgery; and lack of surgical wound site breakdown.

Electronic Medical Record

In 2009, the Greater Hazleton Health Alliance continued to implement components of the electronic medical record (EMR), a multi-year, multi-million dollar project. Our entire organization, including Hazleton General Hospital, the Hazleton Health & Wellness Center, and Hazleton Professional Services, utilizes the EMR, which provides physicians and caregivers at any Alliance facility with immediate electronic access to patient test results and medical history at the click of a mouse. This is particularly important in emergency situations when having the most current and complete health information at your caregivers' fingertips is critical for optimal treatment. The EMR is just another way we are ensuring patient health and safety. All patient information is safely and confidentially stored in the EMR.

Pressure Ulcer Prevention

Pressure ulcer prevention is a key component of a patient's hospital stay and one in which Hazleton General Hospital excels. Pressure ulcers are an injury to the skin and the tissue beneath it caused by unrelieved pressure from lying in bed or sitting without changing positions for a prolonged period of time. In 2009, based on 1,000 patients, Hazleton General's experience with facility-acquired pressure ulcers was 3%, which was 50% lower than the national acceptable benchmark of 6%. There can be many reasons for these incidences, including the age of the patient, the condition of the skin, and a patient's susceptibility to pressure ulcers. Caregivers follow strict protocols for pressure ulcer prevention, including turning bed-bound patients on a regular basis. If a problem is detected, caregivers quickly determine the cause, treat it, and work to prevent it from happening again. Hazleton General Hospital serves as a mentor hospital in the Institute for Healthcare Improvement's 5,000,000 Lives Campaign for pressure ulcer prevention. □





Hazleton General
Hospital significantly
outperformed 95%
of all hospitals
nationally in these
safety indicators

Prevention of death in procedures where mortality is usually very low

Lack of pressure sores or bed sores acquired in the hospital

Ability to treat and diagnose in time

Avoidance of collapsed lung due to a procedure or surgery in or around the chest

Lack of hospital-acquired infections

Absence of hip fracture after surgery

Avoidance of excessive bruising or bleeding as a consequence of a procedure or surgery

Adequate organ function and electrolyte and fluid balance after surgery

Lack of deep blood clots in the lungs or legs after surgery

Avoidance of severe infection following surgery

Lack of surgical wound site breakdown

Specialized Care

Excellence in Cardiac Care

The Greater Hazleton Health Alliance is responsible for many hearts in the community and has developed a life-saving program to keep those hearts beating strong for many years to come. Hazleton General Hospital and Lehigh Valley Health Network co-developed the MI Alert Program, a program that enables smaller community hospitals like ours—along with EMS personnel specially trained in cardiac assessment and emergency care—to quickly identify heart attack patients, assess and stabilize their condition, and quickly transfer them to a partner hospital like Lehigh Valley in 90 minutes or less so advanced treatment and life-saving procedures can be performed.

We recently broke an MI Alert record by having a heart attack patient assessed, transferred, and treated at Lehigh Valley within 51 minutes of emergency arrival time at Hazleton General Hospital—an amazing record that reflects our hospital's commitment to immediate quality care in cardiac emergencies. Additionally, our full-time cardiologists are proudly part of this region's only four-phase cardiac rehabilitation program—a high-quality and convenient cardiac recovery process that emphasizes our commitment to excellence. A variety of education programs, health fairs, and a healthy heart support group educate the community about the power of prevention and the many cardiac care services available right here at the Alliance.

Excellence in Stroke Care

As the first Primary Stroke Center in Northeastern Pennsylvania, our patients are assured of receiving excellence in stroke care from the onset throughout rehabilitation. Hazleton General Hospital, in conjunction with Lehigh Valley Hospital, developed an award-winning Stroke Alert Program. Potential stroke patients who enter the Emergency Department are quickly assessed, provided with a CT scan in 20 minutes or less, and treated with the highest quality stroke care available right here at home or at Lehigh Valley Hospital if appropriate.

Excellence in Emergency Care

Our Emergency Department is staffed with highly skilled, compassionate healthcare professionals who provide patients with the utmost care during the most critical of circumstances 24 hours a day, seven days a week. A multi-million dollar construction project has doubled

the size of the emergency department in order to better meet the needs of our ever-growing community. In addition, our partnership with Lehigh Valley Health Network is an example of how two healthcare systems working together can provide more advanced services to a wider range of patients. A team of board-certified emergency-trained physicians from Lehigh Valley is always ready to skillfully and quickly assess emergent conditions and begin immediate treatment. Patients who require more advanced services, such as trauma cases and cardiac catheterizations, are transferred to a tertiary healthcare facility, such as Lehigh Valley. No patient in need of emergency medical services will be turned away.

Achieving Better Sleep

A good night's sleep is essential to everyone's overall health and wellness, but research shows that more than 40 million people in the United States suffer from chronic, long-term sleep disorders each year. Hazleton General Hospital's Sleep Disorder Center offers help from experienced healthcare professionals who specialize in assessing, diagnosing, and treating sleep disorders. The Sleep Disorder Center eases the apprehension associated with sleep studies by ensuring a relaxing and non-clinical test environment. It's conveniently open four nights a week and offers a variety of amenities, including a comfortable four-bed unit equipped with a double-size bed, cable television, DVD player, as well as a private bath and shower. Its team of board-certified physicians, registered polysomnographers, technicians, and managers exhibit a combination of professionalism and compassion, which enables them to ease the anxiety patients feel before, during, and after testing. Upon arrival at the Sleep Disorder Center, the staff will explain the sleep study process, so patients are fully aware of the test they are about to undergo. A variety of electrodes or wires placed on a patient will record respiration, heart rate, limb movement, brain activity, and rapid eye movement (REM). The information that is recorded helps the physician interpret the sleep study results to accurately diagnose the cause of the sleep difficulties, so the best treatment options can be determined.

Joining Healthy Babies With Joyful Mothers

The Family Birthing Center at Hazleton General Hospital is a modern and secure maternity unit with three private labor and delivery rooms and nine postpartum family suites. It features its own cesarean birth suite, including an operating room and recovery room so expectant mothers can deliver within the privacy and security of the unit. Mothers enjoy the convenience of private bathrooms and wall-sized wooden armoires with plenty of storage—small touches that make a large impact in overall comfort and satisfaction. The Family Birthing Center prides itself in high-quality care with a personal touch. The experienced team of obstetricians, nurses,

and other caregivers is committed to a successful delivery, a delivery that joins healthy newborns with their joyful mothers.

A selection of free or low cost pre and post natal classes are available to new parents and their families. These include prenatal breast feeding, infant/child CPR, parenting, and sibling classes, as well as a breast feeding support group and car seat education and inspections.

Gunderson Rehabilitation Unit

This 16 bed acute-care unit provides a wide range of rehabilitation services for inpatients of all ages. Patients undergoing therapy in the Gunderson Rehabilitation Unit receive high-quality, one-on-one treatment from a specialized team of physical, occupational, and speech therapists; registered nurses, licensed practical nurses, and nurse assistants; care coordinators and social workers; and a medical director. Upon discharge, patients may follow-up with Hazleton General Home Care and/or outpatient rehabilitation at the Hazleton Health & Wellness Center. □



Growth

Growth results when many pieces of the healthcare puzzle fit together to provide the excellence in healthcare that the community recognizes as high value. Some of those puzzle pieces include: state-of-the-art technology and equipment, access to high quality general and specialty services and programs, recruitment of high quality physicians and staff, and development of strategic partnerships.

Equipment and Technology

In 2009, close to \$2.7 million was invested in high-tech medical equipment, new technology, and physical plant renovations to provide the residents of the Greater Hazleton area with state-of-the-art healthcare facilities right here, close to home. Some of the major investments included the ongoing development of the electronic medical record (EMR) and the upgrading of our information systems technology to support our continuous quality enhancement initiatives, as well as the addition of a new nuclear medicine/SPECT CT machine that combines state-of-the-art nuclear and computed tomography imaging services.



Physician Recruitment

Physicians are the heart and soul not only of our healthcare organization, but also of the health of our community. To ensure a healthier community, the Greater Hazleton Health Alliance spends a great deal of time and financial resources recruiting physicians who will best serve the medical needs of our ever-growing, diverse community. We recruit physicians who demonstrate high-quality skills that reflect the personal needs and values of our community, as well as the mission of our organization, and exemplify a deep commitment to their patients. In 2009, 11 new physicians joined the Hazleton General Hospital medical staff—physicians whose range of specialties are able to provide improved access to healthcare in a variety of areas, including orthopedics, cardiology, obstetrics/gynecology, family practice, and emergency services.

Partnerships

Quality healthcare is about building relationships with other healthcare providers to increase the availability of high-quality services in our community. Our partnership with Lehigh Valley Health Network has allowed the Greater Hazleton community to experience the acute-care resources of a larger healthcare provider right here at home. By combining our knowledge and resources, the community has access to quality emergency services, including the MI Alert, Stroke Alert, and Tele-Burn programs.

In addition, the Alliance partners with local educational institutions, such as Misericordia University, Luzerne County Community College, and Penn State Hazleton, to recruit high quality employees and to provide continuing education opportunities to our staff in a variety of fields, which include nursing, leadership, and healthcare administration.

New Programs and Services

The Greater Hazleton Health Alliance continues to grow to meet the ever-increasing, diverse medical needs of the community. In 2009, the Hazleton Health & Wellness Center added two new programs to its wide complement of outpatient rehabilitation services. A lymphedema program, fully accredited by the Lymphedema Association of North America was developed to help patients with a condition characterized by an abnormal accumulation of protein-rich fluid in areas such as the arms, legs, hands, or feet due to insufficient drainage of the lymphatic system. This condition can cause severe swelling of the limbs/extremities and restrict movement, which can cause discomfort and pain. Our highly experienced, certified lymphatic therapists provide patients with a variety of treatments to help reduce the effects of this condition.

\$264,000

spent by the Greater Hazleton Health Alliance in 2009 to recruit high-quality physicians and surgeons to our community.



Individuals who struggle with imbalance, poor coordination, or dizziness of any type are at a high risk for a fall, and in an elderly person, the effects of a fall can be devastating. That's why the Hazleton Health & Wellness Center developed a Balance Program—to provide a comprehensive evaluation and treatment plan for high-risk individuals. Once the balance issue is correctly identified, therapy can help patients improve not only balance, but also their confidence. The idea isn't to design a short-term fix for your balance disorder; rather, the program teaches techniques that will enable you to prevent future falls.

Hazleton General Hospital developed its Healthy Steps Joint Replacement Program to provide patients scheduled for joint replacement surgery with education about what to expect during the joint replacement process from pre-admission testing to surgery to post surgery and beyond. The program also serves to promote a sense of easiness for the patients and ensures a continuum of high quality care that promotes a quick and full recovery. □



Community

What sets your local hospital apart from others? We're not just people taking care of people. As a small community, we're all family, we're all friends, and we're all connected. This friendly service is indicative of our caring staff not only when you're under our care at the Alliance, but also after. Many staff members are pillars of the community, volunteering time and services to contribute toward a healthier tomorrow. They live out this mission by remaining active in school health and wellness programs, community education programs, health fairs, health screenings, and much more. The Alliance is a proud part of the community it serves.

Charity Care to Those in Need

The Greater Hazleton Health Alliance's healthcare mission is to provide necessary medical care to all persons, regardless of one's ability to pay. No patient will be denied treatment due to inability to pay, and adjustments/discounts can be provided as appropriate to those identified as uninsured, underinsured, or financially in need. Financial counselors are available to discuss financial concerns with patients, determine eligibility for government insurance programs, and/or assist with the charity care application process. A discount payment program is also available to patients who don't meet the criteria of charity care. Our staff is available to help you meet your medical financial obligations. Call us at 570-501-4813.

Responding to Diversity in Our Community

The Greater Hazleton Health Alliance welcomes people of all backgrounds without prejudice of age, race, color, national origin, religious creed, financial status, physical or mental handicap, and sex or sexual preference.

- We continue to recruit highly-trained bilingual staff and physicians to help our organization communicate more effectively with the growing Spanish-speaking population in the Hazleton area.
- A telephone translation system, which interprets over 100 languages, is available at all of our healthcare facilities.
- A bilingual patient liaison in the Emergency Department and on inpatient nursing floors is helping to break down communication barriers between hospital staff and patients.
- Essential health documents are produced in Spanish and medical education information is available in Spanish through our Community Health Library.
- The hearing and speech impaired are now able to communicate with us through a free text relay link on the homepages of our websites—www.ghha.org and www.hazletonhealthandwellness.org.
- A leaf symbol has been placed on select furniture, bathroom doors, and equipment throughout our facilities to signify support of individuals with above-average weight.



4,500 Hours

of volunteer time were provided by our staff and physicians to community education and outreach.

GHHA provided \$4,605,000
worth of uncompensated care in 2009.

3,949 Rides & 53,611 Miles

via our patient shuttles were provided free to patients visiting HGH, HHWC, Healthy Beginnings, or doctors' offices for healthcare services.

20,223 Meals

were provided for the Meals-on-Wheels program.



Your Children, the Future of Tomorrow

Strong babies build strong communities. After all, they are the future. Prenatal care and parenting instruction are fundamental to an infant's healthy start and an essential part of future growth and development. Hazleton General Hospital offers numerous free or low-cost classes to educate new mothers about labor and delivery, parenting and infant/child CPR, the benefits of breastfeeding, as well as proper car seat checks and sibling classes. This education keeps new parents well informed about their newborn's first stages of life.

Another way the Alliance is fulfilling its mission of providing better access to quality care is our Healthy Beginnings Plus program. This state-funded program provides low-income mothers who are eligible for Medical Assistance with high-quality prenatal care and a positive experience from conception through delivery. The team, which consists of a board-certified OB/GYN physician, nurse care coordinator, dietitians, and social workers, work together to provide patients with specialty care.

- Prenatal medical care visits by an onsite OB/GYN physician and registered nurse
- Extensive prenatal care for high-risk pregnancies
- Diet information for mothers and newborns
- Counseling
- Free prenatal education classes
- Onsite laboratory and ultrasound testing
- Post-delivery health and wellness care until a newborn is eight weeks old

Additionally, Hazleton General Hospital participates in the Safe Haven program—a free, legal, and confidential way to give up an unwanted newborn at any hospital in Pennsylvania. This state program allows, by law, a parent to give up a newborn to the care of any hospital. As long as the baby has not been harmed, the authorities are not called. A layette is available in the hospital's Emergency Department waiting area.

98 free

health fairs and screening events were provided to the community and area businesses.

142

community education programs were held on a variety of health and wellness topics.

A Commitment to Our Seniors

Just as our children are the future of tomorrow, our seniors are the wisdom of today. We take pride in providing a multitude of services to assist our aging community in healthy and independent living. Senior citizens have access to free patient shuttle services to and from Hazleton General Hospital and the Hazleton Health & Wellness Center for diagnostic testing and rehabilitation, as well as to doctors' appointments. We also offer our seniors a variety of health screenings, Senior Choice Lunch & Learn programs, health fairs, and supply healthy meals for the local Meals-on-Wheels program. We encourage our local senior population to remain physically, mentally, and emotionally fit by educating them about diseases and illnesses, home safety tips, nutrition, and much more. A Balance Program was developed to help assess, diagnose, and treat balance disorders, so seniors can enjoy a healthy and independent lifestyle.

Serving Our Community in Other Ways

The Greater Hazleton Health Alliance's commitment to the community expands to not only include financial support, but also our staff's eagerness to volunteer their time and effort to help our community become a better place to live, work, and play. Some of the organizations we support include: Meals-on-Wheels, Miller Keystone Blood Center, the Chamber of Commerce, American Cancer Society, YM/YWCA, American Red Cross, Serento Gardens, Hazleton Leadership, Minsi Trails Council Boy Scouts, and the United Way, just to name a few. Involvement in community service is just as important to us as is caring for our community's healthcare needs. □

\$133,200

was dedicated to financial sponsorships of community organizations and events.

3,876

health screenings were provided free to the community to promote early detection and wellness.

\$11.9 Million
contributed in 2009 to
community benefit programs.

100%
of operating revenues in
excess of operating expenses
are reinvested back into local
healthcare services.



Finance

For any organization to be successful, it must be financially stable. The Greater Hazleton Health Alliance implemented a number of cost-savings initiatives to reduce expenses while at the same time maintaining its commitment to high-quality specialized services at all of our affiliated facilities. Since the Greater Hazleton Health Alliance is a not-for-profit healthcare organization, it's able to focus more on patients instead of the shareholders. One hundred percent of any operating revenues in excess of operating expenses are returned back to the community in the form of new and improved services, state-of-the-art technology and equipment, and community outreach, such as education programs, health fairs, and screenings. By utilizing the services we provide and supporting your local hospital, you can help us ensure there is high-quality healthcare in our community for many years to come.

Noteworthy Numbers

Net GHHA revenue	\$105,503,000
Total community benefit	\$11,872,000
Community benefit as % of total expenses	11%
% of patient revenue from Medicare	48.5%
% of patient revenue from Medicaid	12.7%
Equipment/technology/renovations	\$2,672,000
Inpatient admissions	6,804
Emergency visits	31,952
Outpatient visits	145,825
Home health visits	19,054
Births	586
Healthy Beginnings Plus visits	4,074
Number of employees	983
Employee wages	\$39,488,000
Employee benefits	\$13,883,000
Payroll local tax (including service tax)	\$741,000

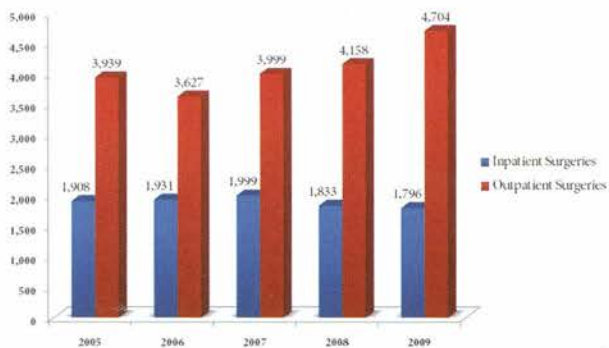
Community Benefit

Each entity of the Greater Hazleton Health Alliance contributed to the community benefit programs in 2009 for a system-wide total contribution of \$11,872,000.

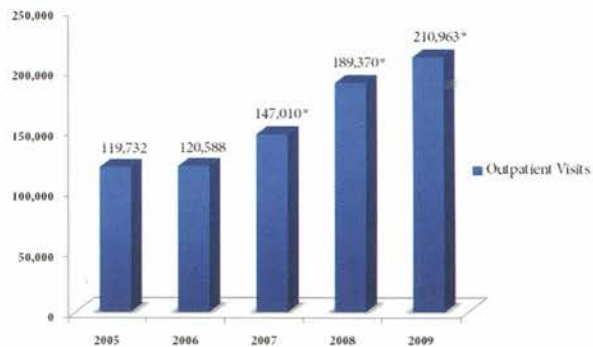
Uncompensated Care - the cost of services provided for which no payment is received due to charity care, bad debts, or insurance company denials.	\$4,605,000
Subsidized Health Services - the subsidized cost of providing emergency, anesthesia, and hospitalist services.	\$1,638,000
Medicare Shortfall - the difference between reimbursement from Medicare and the actual cost of providing care.	\$1,776,000
Medicaid Shortfall - the difference between reimbursement from Medicaid and the actual cost of providing care.	\$2,950,000
Community Outreach - the free or low-cost services provided to our communities, such as patient education, health screenings, support groups, shuttle services, as well as financial and in-kind donations to community organizations.	\$903,000



Inpatient/Outpatient Surgeries

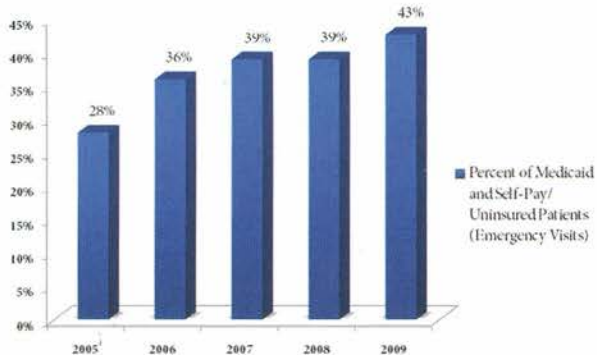


Outpatient Visits

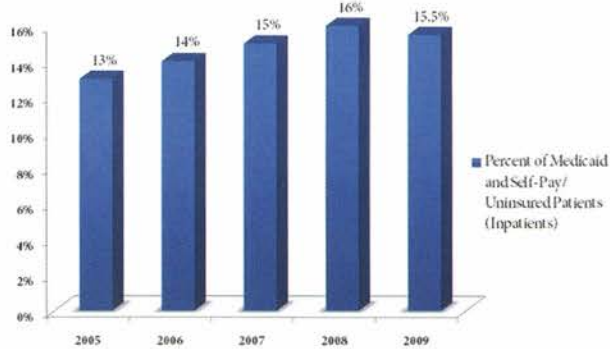


*Includes outpatient visits from all Greater Hazleton Health Alliance entities combined.

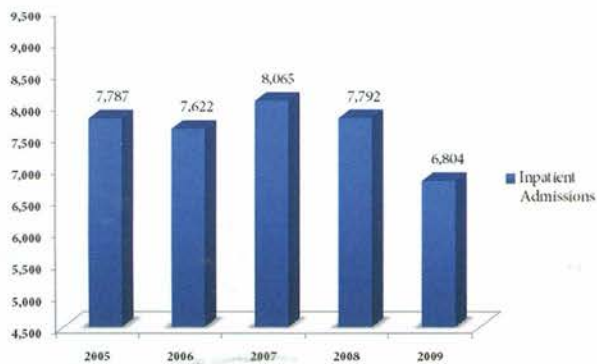
Percent of Medicaid and Self-Pay/Uninsured Patients (Emergency Visits)



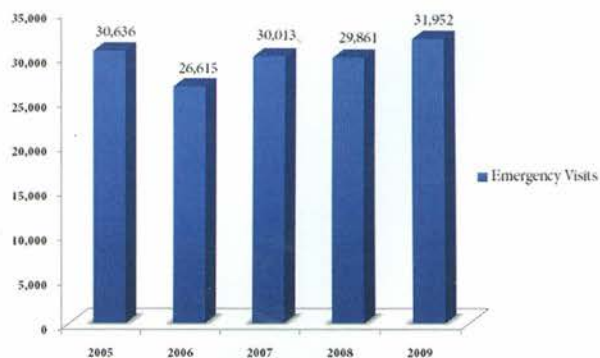
Percent of Medicaid and Self-Pay/Uninsured Patients (Inpatient)



Inpatient Admissions (Excludes Newborns)



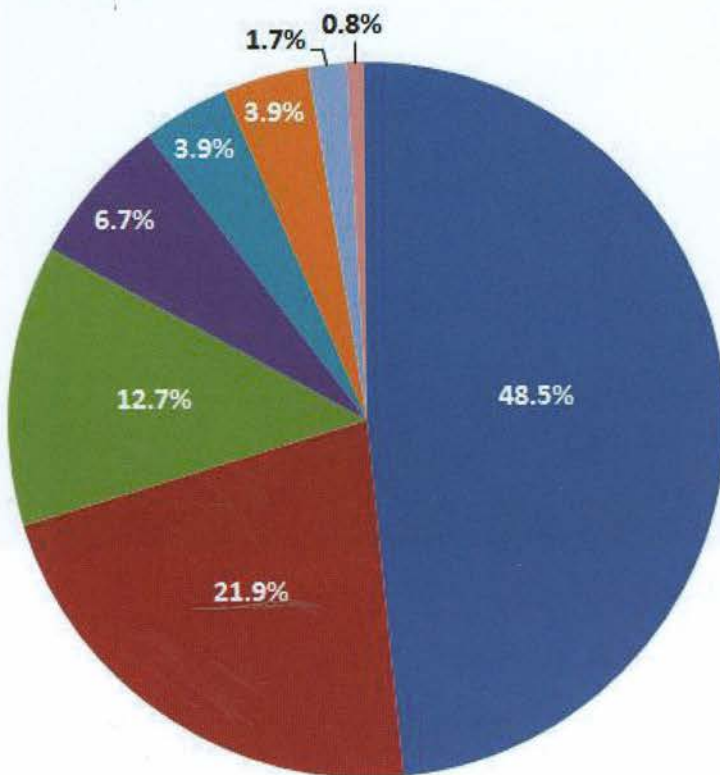
Emergency Visits





\$903,000

spent on providing free or low cost community programs, community outreach, and financial contributions.



Diversification of Patients Seen by Payor Mix

- 48.5% Medicare
- 21.9% Blue Cross
- 12.7% Medical Assistance
- 6.7% Commercial
- 3.9% HMO/PPO
- 3.9% Self Pay
- 1.7% Workers Comp
- 0.8% Other



Mission of Hazleton General Hospital

To serve the healthcare needs in the Greater Hazleton area by providing emergency, diagnostic and therapeutic medical services; conducting educational programs for medical and professional staff and the public; and delivering these programs and services with compassion and appropriate standards of quality.



Mission of Hazleton Health & Wellness Center

To create a health and wellness experience that fosters a culture of confidence, consideration and caring... one individual at a time.



Mission of Hazleton Professional Services (HPS)

To provide professional, proficient, and proactive services, encompassing the total health care needs of every patient in the community.

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Community Service Report 2009

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